



IN THE PHARMACY

What Cashiers Need to Know

WHAT IS WIC?

WIC is a nutrition program that provides checks for free healthy foods, nutrition and health education and other services to Massachusetts families who qualify. WIC's goal is to help keep pregnant and breastfeeding women and children under age 5 healthy. WIC stands for Women, Infants and Children.

HOW TO PERFORM A WIC TRANSACTION

1. Separate WIC items from other items
2. Make sure the customer has their WIC Gold Card and a valid WIC check
3. Only accept WIC checks presented within the dates on the WIC check
4. Only accept WIC checks with a WIC validation stamp
5. Make sure the types and quantities of formula listed on the WIC check have been selected
6. Enter the total amount of the WIC items—using pen—in the designated space on the WIC check
7. Have the customer sign the WIC check
8. **Verify signature with the WIC Gold Card**

WHAT ROLE DO CASHIERS PLAY IN WIC?

Your knowledge of WIC helps make transactions go smoothly. **You help WIC participants redeem checks for infant formula and adult/pediatric nutritionals, which help keep pregnant and breastfeeding women and children under 5 healthy.**

WHO IS WIC FOR?

WIC is for pregnant and breastfeeding women and children under age 5. WIC is for all kinds of families: single and married parents, working or not working. To participate in WIC, a family must meet income guidelines.

COMMONWEALTH OF MASSACHUSETTS
MASSACHUSETTS WIC PROGRAM
KEY BANK OF NEW YORK ALBANY, NY 12207

33270406

PARTICIPANT ID	PARTICIPANT NAME	CHECK NO.	NOT GOOD BEFORE

AMOUNT	FOOD (NO SUBSTITUTIONS)
	8 (13 OZ) CANS ENFAMIL WITH IRON OR PROSOBEE (CONCENTRATE)

88-7 213
ACTUAL PURCHASE PRICE
\$

NOT VALID WITHOUT WIC VENDOR STAMP

REQUIRES MASS. WIC VALIDATION

WIC
UNAUTHORIZED VENDORS MAY NOT ACCEPT THIS CHECK.
VENDOR MUST DEPOSIT WITHIN 60 DAYS FROM "NOT GOOD BEFORE" DATE.

SIGN ONLY AFTER PRICE WRITTEN ABOVE

GUARANTEE THE CORRECT PRICE WAS WRITTEN ABOVE

33270406 213 0213007051 710 00 391 1

SPECIAL SITUATIONS AND SOLUTIONS

WIC staff spend time with each WIC participant to make sure the participant understands how to correctly use WIC checks in the retail store. Sometimes though, you will run into special situations with a WIC customer—just like you do with other customers. Here are some suggestions for handling special situations.



REMEMBER:

- The ID number on the WIC check and the number on the **WIC Gold Card** **do not** need to match.
- As a WIC approved pharmacy, your store is not authorized to accept WIC checks for food (i.e. milk, juice).

Customer does not have the WIC Gold Card:

1. Let the customer know you cannot complete the transaction without the WIC Gold Card.
2. Explain to the customer that the WIC Gold Card is the only protection in case WIC checks have been lost or stolen.

Customer has incorrect sizes or brands of infant formula:

1. Let the customer know that the brand, size, and type of formula listed on the WIC check must be purchased.
2. Explain to the customer that this formula has been carefully prescribed by the WIC nutritionist or health care professional.
3. Offer to hold the items until the customer can come back with replacements.

The WIC checks have the wrong date:

1. Explain to the customer that only WIC checks with the correct dates will be accepted.
2. Let the customer know that the store will not be reimbursed for WIC checks processed outside of the dates listed on the WIC checks.

Customer uses a WIC check that is already signed:

1. Explain that the store can only accept WIC checks that are signed at the register. This protects the customer in case WIC checks have been lost or stolen.

WIC Retail Store Hotline:

1-800-552-9425

www.mass.gov/wic



WIC Nutrition Program
Nutrition Division • MA Department of Public Health
TDD/TTY: 617-624-5992

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**GOOD FOOD
and
A WHOLE LOT MORE**